

GENERAL INFORMATION & PROGRAM POLICIES



REGISTRATION begins for classes once published on the Recreation Dept. page of the Town website: www.acton-ma.gov and/or in print. You can register now **online** at www.acton-ma.gov/register or **in person** at the Recreation Department located at the Acton Town Hall, 472 Main Street, Acton, MA 01720 or **by mailing** in your registration form with payment. **There are no additional fees assessed for out-of-town residents.** You are welcome to register any time for a program provided it is not past a posted registration deadline. All programs are on a first come, first served basis.



PAYMENT: We accept cash, money orders, checks, and MasterCard or VISA.

There is no credit card fee for registering on line.

Checks and money orders are made payable to: Town of Acton

NOTE: Out of state checks will not be accepted. One check can pay for multiple programs. **Returned Check Fee: \$20**

Class fee proration is at the discretion of the Recreation Director.



PROXY REGISTRATIONS, PROGRAM CONFIRMATION & DISCLAIMER: A person may submit another's registration form, provided the form is properly completed and signed. Limit is one per person. The Recreation Department reserves the right to correct mistakes or adjust program fees made in this brochure at the time of release by print or internet and cancel any program due to low enrollment or poor weather. **Confirmations are not mailed out. All registrations are considered accepted unless you are contacted – no news is good news.**

FINANCIAL AID: Financial Aid is available for Acton residents based on financial need through the Doli Atamian Campership Program. You may contact them at 978-263-0131 or write a letter of request to Doli Atamian Campership Program, Inc., PO Box 693, Acton, MA 01720.

PHOTO POLICY: Acton Recreation Department and events are often photographed for promotional purposes. If you do not wish to be included in Recreation photos, please indicate this to the photographer.

HOURS: The Town Hall is closed on Labor Day, Columbus Day, Veteran's Day, Thanksgiving and day after Thanksgiving, Christmas, New Years Day, Martin Luther King Day, Presidents Day, Patriots Day, Memorial Day and July 4. Acton Recreation Dept. classes/programs are not run on these dates. Town Hall business hours are Monday-Friday 8AM-5PM. The Recreation Department has a door slot for form drop-offs during hours when the Recreation Department is closed or unavailable. After hours, forms (in envelope addressed to "Recreation Dept.") may be dropped in the message drop 24/7 located outside the Town Hall lower parking lot entryway.

REFUNDS & WITHDRAWALS: You may withdraw from a program up to 7 (seven) business days prior to the start date—a non-refundable administrative fee of **\$10 will be applied to all registrations.** After that time, no refunds will be issued. All requests must be submitted in writing to the Recreation Department requesting withdrawal and refund request. Refund/Withdrawal requests are not submitted through instructor. It will take two - three weeks for the refund to be processed. Refunds will not be made for classes missed due to inclement weather. Exception to policy: a written letter from a licensed physician excusing participant from a program prior to 1st class. Show tickets are non-refundable but can be transferred. Tickets must be picked up in person at the Acton Town Hall. Lost tickets are not the responsibility of the Recreation Department. Bus trip refund policy will be outlined in trip description. Please inquire prior to any registration if you have any refund questions.

CLASS CANCELLATION POLICY: Classes are cancelled if Acton and Acton-Boxborough Schools have closed due to weather. Notification via email for Recreation Dept. run programs will be made if a class is cancelled due to poor weather or field conditions. Programs run by our independent contractors outside of the Recreation Department are responsible to notify participants of class cancellations. Efforts will be made to makeup weather cancelled classes, but are not guaranteed. Any class cancellations due to an illness of an instructor will be made-up or refunded. Refunds will not be offered due to a participant's inability to partake in missed makeup sessions.

BUS TRIPS: Bus trips will run if minimum amount of registrations are received. Many of our trips are merged with other local town departments to fill a bus to help meet the minimum required. If trip is cancelled due to the lack of minimum participants, a full refund will be issued. Please note that pickup/drop-off locations are subject to change if adequate number of registrations are not received for a pickup location in Acton. Refunds will not be issued for a non-Acton pickup/drop-off location. In the event of illness, a trip can be transferred but not refunded once commitment has been made. **If you have any refund questions, please inquire prior to signing up.** All changes and special requests must be completed in writing up to 30 days prior to the trip and are subject to a \$50 cancellation fee per person. No refunds will be issued with less than 30 days notice.

Check out these sites for local resources:

www.suzysaid.com

www.ziptivity.com

www.actoncenter.com/calendar.php

www.abchy.org

www.dannysplace.org

www.americatowns.com